



JOHN NAIMO  
AUDITOR-CONTROLLER

## COUNTY OF LOS ANGELES DEPARTMENT OF AUDITOR-CONTROLLER

KENNETH HAHN HALL OF ADMINISTRATION  
500 WEST TEMPLE STREET, ROOM 525  
LOS ANGELES, CALIFORNIA 90012-3873  
PHONE: (213) 974-8301 FAX: (213) 626-5427

September 8, 2015

TO: Supervisor Michael D. Antonovich, Mayor  
Supervisor Hilda L. Solis  
Supervisor Mark Ridley-Thomas  
Supervisor Sheila Kuehl  
Supervisor Don Knabe

FROM: John Naimo   
Auditor-Controller

SUBJECT: **VOYAGER FUEL CREDIT CARDS AUTOMATED CONTROLS REVIEW  
(Board Agenda Item 7, August 4, 2015)**

On August 4, 2015, your Board of Supervisors (Board) directed the Interim Chief Executive Officer to work with the Auditor-Controller (A-C) and report back within 30 days on the feasibility of adding automated methods to prevent or detect unauthorized use of Voyager Fuel Credit Cards (Voyager cards) on weekends, holidays, etc. The Board's request was made in response to our June 26, 2015 Department of Parks and Recreation (DPR) – Voyager Card Review, which identified a DPR employee who made questionable Voyager card purchases. The questionable purchasing activity was referred to our Office of County Investigations and the District Attorney, and the DPR employee was subsequently arrested and charged with making \$26,675 in purchases for his personal vehicles.

### **Background**

The State "Voyager" Fuel Credit Card Program (Voyager Program), which was established by the California Department of General Services (DGS) through an agreement with U.S. Bank, provides County departments with alternatives for fueling County vehicles and equipment at retail gasoline (gas) stations, when a County fueling site is not geographically or readily available. At the County's request, U.S. Bank issues Voyager cards to specific County employees who are authorized by their department head to purchase fuel for County vehicles. Twenty-four County departments participate in the Voyager Program and have been issued over 3,200 Voyager cards. U.S. Bank also provides departments using Voyager cards with access to a web-based

management and reporting tool called Fleet Commander Online (FCO). FCO provides a number of automated methods for managing and monitoring Voyager card activity. In our DPR Voyager Card review, we noted that proper monitoring should have detected the inappropriate purchases.

### **Scope**

To review the feasibility of adding automated methods to prevent or detect unauthorized use of Voyager cards, we interviewed U.S. Bank staff and reviewed FCO user guides. In addition, we interviewed DGS staff and reviewed DGS Voyager card procedures. We also met with the Internal Services Department (ISD), which establishes and maintains the Countywide Voyager card policy (i.e., County Purchasing Policy P-2850 for State Voyager Fuel Credit Cards), to discuss utilizing FCO's automated methods for departments participating in the Voyager Program.

### **Results of Review**

FCO is a useful tool that can be utilized by all departments to help prevent and detect potential misuse of Voyager cards. For example, each County department has the ability to require Voyager card users to enter up to two prompts, including a unique Personal Identification Number when using Voyager cards. Incorrect responses to the prompts prevent fuel purchases from being made. Departments can also use FCO to set-up restrictions for individual Voyager cards or for all Voyager cards. These restrictions include limiting fuel purchases to weekdays only and/or specific times of the day (e.g., 6:00 a.m. – 8:00 p.m., etc.). FCO can also be used to establish limits on the maximum dollar amount of fuel that can be purchased daily, weekly, or monthly.

Departments can also use FCO to customize reports to manage and monitor Voyager card usage. The following are examples of information that can be monitored through the use of FCO exception reports:

- Out-of-State fuel purchases.
- Multiple fill-ups on the same day or frequent usage.
- The number of gallons purchased in a transaction exceeds gas tank capacity.
- High dollar purchases.

Using FCO, departments can also generate reports that identify Voyager cards with premium fuel purchases, when regular unleaded fuel should have been purchased. Such a report could have been used to identify the misuse of the Voyager card by the DPR employee.

Despite the usefulness of FCO in helping departments to prevent and detect the misuse of Voyager cards, it appears that the tools are not being effectively utilized in all

departments. In some cases, departments were not aware of the full-capabilities of FCO.

We also noted there is no central oversight of the County's Voyager Program. For example, department representatives send requests directly to U.S. Bank to have Voyager cards issued. If a department wants to establish restrictions on the usage of cards, department representatives are solely responsible for establishing the specific restrictions utilizing FCO. Additionally, as currently structured, the County's Voyager Program does not allow a Countywide Voyager Program manager to view or create Countywide reports. However, U.S. Bank representatives have indicated that they can revise the structure of our Voyager Program to allow for a central user role within FCO, while still allowing decentralized roles that will allow departments to monitor their Voyager card usage.

ISD has agreed to update the Countywide Voyager card policy and my staff will update the County Fiscal Manual to require County departments to utilize FCO to establish reasonable restrictions on Voyager cards. We will also work with the CEO and ISD to establish a Countywide Voyager Program manager who can provide central oversight and ensure departments are utilizing Voyager card restrictions, and monitoring reports, to manage their usage of Voyager cards.

If you have any questions, please contact me, or your staff may contact Robert Smythe at (213) 253-0100.

JN:AB:RS:TK

c: Sachi A. Hamai, Interim Chief Executive Officer  
Jim Jones, Director, Internal Services Department  
Dave Chittenden, Chief Deputy Director, Internal Services Department  
Public Information Office  
Audit Committee